

VOCABULARY

COLLOCATIONS

1 A Find seven verbs in the puzzle.

A	R	R	A	N	G	E	V
C	A	N	C	E	L	M	O
H	B	Y	H	A	V	E	D
A	O	E	E	I	G	P	I
N	O	S	C	L	F	N	T
G	K	T	K	P	E	L	A
E	R	O	O	C	T	K	L
T	M	F	A	E	S	R	K

B There is a verb missing in each sentence. Complete the sentences with verbs from Exercise 1A.

arrange

- Did you to meet friends? If you didn't, we can meet later.
- She called me because she wanted to a chat.
- Please a table for us at the Blue Fin Restaurant tonight.
- There's been a problem and I can't attend, so I'm calling to my reservation.
- Don't forget to the train times before you leave for the station.
- I'd like to come to the 4.30 performance, not the 6.30 one, and I'm calling to my ticket.
- The manager of Triad Books is on the phone. He wants to business.

- 4 Nu
ph
a)
b)
c)
d)
e)
f)
g)
h)
i)
j)

LE
MAI

- 5 p
q
1
2
3
4

FUNCTION

MAKING A PHONE CALL

2 Match the sentence halves.

- | | |
|--------------------|----------------------------|
| 1 Who's | a) calling. |
| 2 Hello, this | b) to call you back. |
| 3 Can I speak | c) leave a message? |
| 4 Can I | d) is John. |
| 5 I'm afraid she's | e) calling? |
| 6 I'll ask her | f) not here at the moment. |
| 7 Thanks for | g) to Alexandra, please? |

3 Find and correct four mistakes in the conversation.

- A: Hello. I'm Jim. Is Trudy there?
B: I'm afraid but she's not here at the moment.
A: Oh really? Can I leave the message?
B: Of course.
A: Can you tell her that we need to discuss the party on Friday?
B: Yes, I will. I'll ask her for calling you back.
A: Thanks a lot.
B: You're welcome. Bye.
A: Bye.

4 Number the sentences in the correct order to make a phone conversation.

- a) Yes. I'm going to be twenty minutes late. _____
- b) Thank you very much. See you soon. _____
- c) One moment. Who's calling please? _____
- d) Hello. Can I speak to Kim? _____
- e) Thanks for calling. Bye. _____
- f) Good morning. Craven Beauty Parlour.
Beverley speaking. _____
- g) No problem. I'll tell her. _____
- h) It's Liz Holder here. _____
- i) Hi, Liz. Oh, I'm afraid Kim's at lunch.
Is it about today's appointment? _____
- j) Bye. _____

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LEARN TO

MANAGE PHONE PROBLEMS

5 Put the words in the correct order to complete the questions.

- 1 A: Hi, I'm waiting for a delivery of fifteen chocolate rabbits. Have you sent them yet?
B: One moment. _____?
(name, / the / please / what's)
- 2 A: Hello, this is Hillary Kenton, calling from Newark.
B: Sorry, _____. (catch / that / didn't / I) Did you say Hillary Clinton from New York?
- 3 A: Hello, my name is Aloysius Venozziak Menkovsky.
B: _____. (repeat / you / can / that)
- 4 A: Hi, um ... I'm ... um ... waiting for a ... er ... a package from Dublin.
B: Sorry, _____.
(speak / you / up, / can / please)
- 5 A: Hello. I'd like to order two Pentium Bidmark 6.40 large photocopiers, three Ribdale Energy Star fax machines, five Rubicon Jump Drives, and ...
B: Sorry, _____.
(down, / slow / you / can / please)